

# **DEFENSE LOGISTICS AGENCY**

**AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY**

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## **3rd Quarter FY13 Customer Survey Results Executive Board**

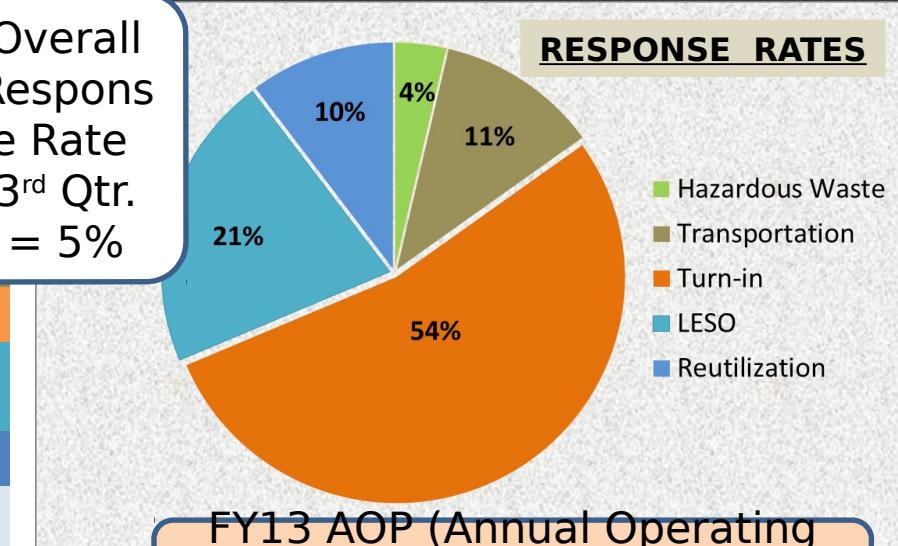
Tracy Sokolowski, J411  
Aug 2013



# 3<sup>rd</sup> Quarter ICE Survey High Level Summary

Business Area	Possible Respondents	Responses
Hazardous Waste Disposal	228	28
Transportation	894	88
Turn-in	8,295	411
Law Enforcement Support Office (LESO)	4,310	162
Reutilization	884	79
<b>TOTALS:</b>	<b>14,611</b>	<b>768</b>

Overall Response Rate  
3<sup>rd</sup> Qtr. = 5%



● 100%-90%    ● 89%-70%    ● 69%-0%

FY13 AOP (Annual Operating Plan)  
Response Rate Goal is 16%

Business Area	1 <sup>st</sup> Qtr % Satisfied	2 <sup>nd</sup> Qtr % Satisfied	3 <sup>rd</sup> Qtr % Satisfied	4 <sup>th</sup> Qtr % Satisfied	R/Y/G
Hazardous Waste Disposal (21)	85%	90%	86%		●
Transportation (62)	87%	86%	97%		●
Turn-in (343)	93%	93%	94%		●
Law Enforcement Support Office (LESO) (103)	90%	90%	83%		●

Overall Satisfaction Rate  
3<sup>rd</sup> Qtr 92%  
FY13 AOP Goal is 90%



# Standard RBI Questions

## 3<sup>rd</sup> Qtr. Results

100-90%

89%-70%

69%-0%

	HW DISP (28)	TRANS (88)	TURN-IN (411)	LESO (162)	REUT (79)
Question	1 <sup>st</sup> /3 <sup>rd</sup> Qtr Survey				
RBI1. How would you rate our communicating info about our new systems	60%/63% (12 of 19) ↓	66%/84% (63 of 75) ↑	72%/81% (280 of 347) ↑	52%/62% (85 of 127) ↑	60%/72% (46 of 64) ↑
RBI2. How would you rate your experience in gaining access to the new systems	53%/43% (3 of 7) ↓	55%/75% (46 of 65) ↑	63%/73% (217 of 266) ↑	27%/32% (38 of 120) ↑	33%/60% (37 of 62) ↑
RBI3. How would you rate your experience in using the new RTD WEB	57%/33% (1 of 3) ↓	59%/84% (44 of 52) ↑	68%/72% (187 of 260) ↑	32%/37% (43 of 116) ↑	37%/60% (38 of 60) ↑
RBI4. How would you rate your experience in using the new ETID	46%/83% (5 of 6) ↑	70%/80% (44 of 55) ↑	74%/76% (209 of 274) ↑	40%/60% (15 of 25) ↑	53%/84% (7 of 32) ↑
RBI5. How would you rate your experience using EDOCS for retrieving your DD1348-1s	75%/50% (2 of 4) ↓	67%/74% (34 of 46) ↑	75%/74% (101 of 244) ↓	52%/50% (9 of 18) ↓	62%/73% (11 of 30) ↑
RBI6. How would you rate your experience in using the new Scheduler system to schedule trucks	<→ 0%/0% (0 of 1) ↓	67%/37% (48 of 55) ↑	68%/35% (165 of 218) ↑	70%/38% (3 of 8) ↓	58%/71% (12 of 17) ↑



# Standard ICE Questions

## 3<sup>rd</sup> Qtr Results

● 5.00-4.00

○ 3.99-2.75

● 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

100-90%

89%-70%

69%-0%

**HW Disp  
(28)**

**TRANS  
(88)**

**TURN-IN  
(411)**

**LESO  
(162)**

**REUT  
(79)**

### Question

**1<sup>st</sup>/3<sup>rd</sup> Qtr Survey**

3.94/4.06

**1<sup>st</sup>/3<sup>rd</sup> Qtr Survey**

4.08/4.09

**1<sup>st</sup>/3<sup>rd</sup> Qtr Survey**

4.13/4.03

**1<sup>st</sup>/3<sup>rd</sup> Qtr Survey**

4.23/4.04

**1<sup>st</sup>/3<sup>rd</sup> Qtr Survey**

3.98/4.04

Facility Appearance

↑ 3.94/4.06

3.94/4.06

↑ 3.94/4.06

3.94/4.06

↑ 3.94/4.06

3.94/4.06

↑ 3.94/4.06

3.94/4.06

↑ 3.94/4.06

3.94/4.06

Employee Staff/Attitude

↓ 4.19/3.05

4.19/3.05

↑ 4.14/4.03

4.14/4.03

↑ 4.14/4.03

4.14/4.03

↑ 4.14/4.03

4.14/4.03

↑ 4.14/4.03

Timeliness of Service

↓ 3.81/3.05

3.81/3.05

↑ 3.97/4.09

3.97/4.09

↑ 3.97/4.09

3.97/4.09

↑ 3.97/4.09

Hours of Service

↓ 3.97/3.03

3.97/3.03

↑ 4.05/4.06

4.05/4.06

↑ 4.05/4.06

4.05/4.06

Did the product or service meet your needs?

↑ 82%/70%

82%/70%

↑ 93%/100%

93%/100%

↑ 95%/90%

95%/90%

↑ 93%/90%

Overall Satisfied

85%/86%

87%/97%

93%/94%

90%/83%

84%/93%



# PROXIMITY ANALYSIS

100-90%

89%-70%

69%-0%

	HW DISP	TRANS	TURN-IN	LESO	REUT
<b>G3. Is there a DS site w/in 15 miles of you</b>	1 <sup>st</sup> /3 <sup>rd</sup> Qtr				
<b>Said “YES” to a site being within 15 miles</b>	32%/39% ● % ↓	49%/44% ○ % ↑	69%/65% ○ % ↑	10%/10% ● % ↓	62%/63% ● % ↑
<b>G10. How easy is it to do business with DLA Disp Svcs</b>	66%/50% (5 of 10)	62%/89% ( 33 of 37)	78%/85% (200 of 235)	63%/62% (8 of 13)	54%/68% ( 28 of 41)
--Very easy	33%/40% ● 4) ↓	38%/(18) ○ 5) ↑	45%/53% ● 24) ↑	37%/39% ● 5) ↓	33%/46% ● 10) ↑
--Somewhat Easy	33%/10% ( 1)	24%/***(1) ○ 5)	33%/32% ● 6)	26%/23% ● 3)	21%/22% ● 9)
--Neutral	11%/10% ● 1) ↑	28%/***(3) ○ ) ↑	14%/11% ● 6) ↑	21%/15% ● 2) ↑	26%/25% ● 10) ↑
--Not easy at all	22%/40% ( 4)	10%/***(1) ○ )	8%/4% (9)	16%/23% ( 3)	19%/7% (3)
<b>Were you satisfied with your experience?</b>	80%/63% (5 of 8)	86%/93% (28 of 30)	93%/94% (220 of 234)	93%/92% (12 of 13)	84%/91% (32 of 35)
<b>Said “NO” to a site being within 15 miles</b>	● ↑	● ↑	● ↑	● ↑	● ↓



# Standard DLA Disp Svc Questions

## 3<sup>rd</sup> Qtr Results

100-90%

89%-70%

69%-0%

Question	HW DISP (28)	TRANS (88)	TURN-IN (411)	LESO (162)	REUT (79)
	1 <sup>st</sup> /3 <sup>rd</sup> Qtr Survey				
<b>G5. Which DLA Disposition Services personnel are you rating today</b>	(23)	(71)	(243)	(84)	(46)
--HQ Battle Creek	4%/0%(0)	12%/8%(5)	3%/2%(5)	21%/26%(22)	18%/9%(4)
--Field location	67%/83%(19) ↓	7%/57% (35) ↑	35%/87% (21) ↑	44%/42% (35) ↔	4%/57% (26) ↑
--Both	30%/17% (4) ↑	21%/34% (31) ↑	11%/11% (27) ↑	35%/32% (27) ↑	38%/35% (16) ↑
<b>G6. Information on website helpful</b>	72%/69% (13)	83%/96% (71)	88%/93% (308)	70%/70% (125)	61%/88% (16)
<b>G7. Responsive to messages left</b>	73%/78% (18 of 23)	64%/80% (57 of 71)	73%/74% (243 of 327)	61%/71% (85 of 119)	70%/80% (51 of 64)



# Standard DLA Disp Svc Questions (cont.)

## 3<sup>rd</sup> Qtr Results

100-90%	89%-70%	69%-0%	HW DISP (28)	TRANS (88)	TURN-IN (411)	LESO (162)	REUT (79)
Question			1 <sup>st</sup> /3 <sup>rd</sup> Qtr Survey				
<b>G8. Consistency when stating Disposition Services Procedures</b>	↓ 84%/81% (21)	↑ 82%/96% (71)	↑ 89%/93% (338)	↓ 89%/88% (115)	↑ 86%/90% (58)		
<b>G8a. Who was the inconsistency between</b>	(4)	(4)	(30)	(13)	(7)		
--Employees at two field sites	20%/0%(0)	27%/25%(1)	7%/3%(1)	15%/15%(2)	7%/0%(0)		
--Two or more employees at one site	20%/50%(2)	41%/50%(2)	44%/40%(12)	10%/8%(1)	13%/0%(0)		
--HQ personnel and field site	40%/0%(0)	9%/0%(0)	10%/23%(7)	25%/31%(4)	47%/29%(2)		
--Other	0%/50%(2)	9%/0%(0)	17%/13%(4)	30%/8%(1)	20%/43%(3)		
--All of the above	20%/0%(0)	14%/25%(1)	22%/20%(6)	20%/38%(5)	13%/29%(2)		
<b>G9. Competency in resolving problems</b>	↓ 70%/74% (17 of 23)	↑ 68%/89% (68 of 76)	↑ 79%/84% (289 of 343)	63%/68% (81 of 120)	↔ 69%/71% (48 of 67)		
<b>G10. How easy is it to do business with DLA Disp Svcs</b>	↔ 72%/71% (17 of 24)	↑ 58%/87% (27 of 61)	↓ 78%/80% (223 of 280)	↔ 53%/56% (69 of 123)	↔ 59%/72% (16 of 61)		



# Hazardous Waste Customers

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>HW1. In the past six months, has your activity recycled or disposed of ALL of your HM/HW through DLA Disp Svcs (22)</b>	67%	80%	82%	
<b>HW1a. What was the reason for not using us (5)</b>				
--Cost (3)	67%	20%	60%	
--Convenience(0)	0%	40%	0%	
--Timeliness(1)	8%	20%	20%	
--Other (please explain in the comments section at end of survey) (1)	25%	20%	20%	
<b>HW2. In the last six months, have you retrieved hazardous waste information from the Disposition Services web based reporting system (19)</b>	19%	43%	37%	
<b>HW2a. If you answered yes, how would you rate your experience in retrieving this information (7)</b>	67%	56%	71%	8



# Transportation Customers

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
<b>TR1: On average, how long is it from when you submit your transportation request to when you receive notification of your pick up date (61)</b>	37%	44%	34% ↓	
--0-5 days (21)	37%	44%	34%	
--6-10 days (17)	30%	29%	28%	
--11-15 days (16)	16%	13%	26% ↑	
--More than 15 days (7)	17%	15%	12% ↑	
<b>TR2: Does the average time from submitting a transportation request to truck arrival meet your requirements (59)</b>	79%	83%	83% ↓	
<b>TR3: Did you receive your CBL 24-48 hours prior to the truck arriving for pick up (59)</b>	87%	88%	95%	
<b>TR4: If you experienced an issue with shipping, was it corrected by the Transportation Scheduling office to your satisfaction (30)</b>	87%	81%	83%	



# Turn-In Customers

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>TI1: Does the avg time from requesting an appointment for turn-in at your Disp Svcs site to the actual turn-in date meet your requirements (344)</b>	<b>83%</b>	80%	<b>84%</b>	
<b>TI2: Have you turned in property at a Disp Svcs site and been sent back or called back later to come get the property due to problems (338)</b>	<b>21%</b>	18%	<b>24%</b>	
<b>TI2a: What was the reason given (68)</b>				
--Improper or lack of paperwork (33)	<b>49%</b>	55%	<b>49%</b>	
--Truck was considered unsafe to unload (2)	<b>3%</b>	4%	<b>3%</b>	
--Radiation was detected (1)	<b>3%</b>	0%	<b>1%</b>	
--Hours of operation issues (3)	<b>4%</b>	5%	<b>4%</b>	



# Transportation/Turn-In Combined Questions

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey Trans/ Turn-in	2 <sup>nd</sup> Qtr Survey Trans/ Turn-in	3 <sup>rd</sup> Qtr Survey Trans/ Turn-in	4 <sup>th</sup> Qtr Survey Trans/ Turn-in
T&T1: If using the Electronic Turn-In Document (ETID) system did you find it valuable (47 Trans/216 Turn-in = 263) 246Y/263 = 94%	95%/91 % 92%	93%/95% 95%	96%/93% 94%	
T&T2: If you've been using ETID, have you been receiving your ETID approvals in time to meet your internal requirements (47 Trans/217 Turn-in = 264) 237Y/264 = 90%	80%/89 % 88%	88%/92% 92%	85%/91% 90%	
T&T3: If you agreed to have Receipt in Place (RIP) property, did 69%-0% of the 89%-70% undergo 100%-90% property removal from your location (37 Trans/94 Turn-in = 131) 120Y/131 = 92%	83%/91 % 89%	91%/93% 92%	92%/91% 92%	"Yes" is bad ←
T&T3a: If no to the previous question, was the amount of additional time you kept property > 20 days (14 Trans/51 Turn-in = 65) 43Y/65 = 66%	76%/73 % 74%	67%/67% 67%	71%/65% 66%	



# Transportation/Turn-In Combined Questions

% of Customers who answered Yes

**100%-90%**

**89%-70%**

**69%-0%**

Question	1 <sup>st</sup> Qtr Survey Trans/ Turn-in	2 <sup>nd</sup> Qtr Survey Trans/ Turn-in	3 <sup>rd</sup> Qtr Survey Trans/ Turn-in	4 <sup>th</sup> Qtr Survey / Turn-in
<b>T&amp;T5: How important is it to be able to retrieve your EDOCs copies of the DD1348-1A vs using the unsigned one as your official record (54 Trans/222 Turn-in = 276)</b>	<b>84%/8 1% 82%</b>	<b>83%/8 1% 99%</b>	<b>83%/8 3%84%</b>	
--Very important (36 Trans/138 Turn-in = 174)	64%/61 %	75%/59 %	<b>67%/6 2%</b>	
--Somewhat important (9 Trans/46 Turn-in = 58) 174+58 = 232 232/276=84%	20%/20 %	8%/22 %	<b>17%/2 1%</b>	
--Neutral (7 Trans/25 Turn-in = 32)	8%/14 %	8%/14 %	<b>13%/1 1%</b>	
--Not that important (2 Trans/11Turn-in = 13)	6%/4%	5%/4%	<b>4%/5%</b>	
--Don't care at all (0 Trans/2 Turn-in = 2)	1%/1%	5%/1%	<b>0%/1%</b>	
<b>T&amp;T6: If you required assistance from Disp Svcs on your property turn-in, did you get the help you</b>	<b>85%/8 9%</b>	86%/89 %	<b>95%/9 1%</b>	



# LESO Customers

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>L1: Did you find it easy to enroll as a participant in the Law Enforcement Support Office (LESO - also known as the 1033) program (136)</b>	65%	57%	57%	
<b>L2: Do you find it easy to search for property on the RTD website (127)</b>	57%	50%	60%	
<b>L3: Does the LESO website provide you with adequate information and tools for your 1033 program (123)</b>	60%	48%	47%	
<b>L4: What can LESO do better to increase your agency's capabilities and readiness (119)</b>				
--More photos (35)	24%	20%	29%	
--Better property descriptions (7)	5%	3%	6%	
--All of the above (61)	54%	60%	51%	



# Reutilization Customers

100%-90%    89%-70%    69%-0%

% of Customers  
who answered Yes

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Survey	2 <sup>nd</sup> Qtr Survey	3 <sup>rd</sup> Qtr Survey	4 <sup>th</sup> Qtr Survey
R1: Do you find it easy to screen and requisition property on our website (63)	55%	72%	76% ↑	
R2: Were you able to obtain the property you required (61)	66%	74%	75% ↑	
R3: If you required assistance during the screening/requisition process, did you get the help you needed (45)	74%	52%	76% ↑	
R4: Was the property delivered by the Required Delivery Date (RDD)(48)	82%	87%	85% ↑	
R4a: If "no" to the previous question, was the property delivered within (8)	45%	33%	13%	
--1-2 weeks of RDD (1)	45%	33%	13%	
--3-4 weeks of RDD (4)	18%	17%	50%	
--More than 4 weeks of RDD (3)	36%	50%	38%	



# Reutilization Customers

100%-90%    89%-70%    69%-0%

**% of Customers  
who answered Yes**

x ) Represents number of respondents for that question

Question	1 <sup>st</sup> Qtr Surv ey	2 <sup>nd</sup> Qtr Surv ey	3 <sup>rd</sup> Qtr Surv ey	4 <sup>th</sup> Qtr Surv ey
<b>R5: What can we do better to increase your agency's capabilities and readiness (47)</b>				
--More Photos (15)	<b>18%</b>	40%	<b>32%</b>	
--Better property descriptions (5)	<b>12%</b>	5%	<b>11%</b>	
--All of the above (16)	<b>42%</b>	33%	<b>34%</b>	
--Nothing more (7)	<b>9%</b>	10%	<b>15%</b>	
--Other, please explain in the comments section (4)	<b>19%</b>	13%	<b>8%</b>	



# Outstanding Personnel

Employees complimented by name in survey comments:

## EAST

- Edith Butler (**Twice**) Bragg
- Joe Williams Bragg
- Leroy Goal Bragg
- Natalie Morris (**Twice**) Bragg
- Roosevelt Tennison Bragg
- Marney Harrison Cape Canaveral
- John Carter Jackson
- Doug Wilson Jackson
- Diane Wilson Jacksonville
- Lorin Glenn Jacksonville
- Robert Strickland Lejeune

## WEST

- Monica Tilford (**Twice**) Col Springs
- Jacob Suazo Col Springs
- Teresa Evans Hill
- Timothy Anderson Lewis
- Mark Bougeois Lewis
- Thomas Owens Lewis
- Don Quackenbush Lewis
- Margaret Jones Nellis
- Ed Cubarrubias San Diego
- Cathy Sherman San Joaquin

## MID AMERICA

- Loren Ringo Wright Patterson
- Michael Bish Wright Patterson
- Debbie Finnegan (**Twice**) Warner Robins
- Willie Mitchell Warner Robins
- Jesse Hernandez San Antonio

## EUROPE/AFRICA

- Jose Montanez Schweinfurt
- Richard Lutter Kaiserslautern
- Danny Gregor Kaiserslautern
- Emanuel Myers Kaiserslautern

## PACIFIC

- Paul Diaz Okinawa

## HQ

- Aaron Bakkila Transportation
- Twyla Zink RTD



# Outstanding Sites

Sites complimented by name in survey comments:

## EAST

- Bragg (**10 Times**)
- Cherry Point
- Jackson
- Jacksonville
- Lejeune (**Twice**)
- Meade (**4 Times**)
- Richmond (**Twice**)
- Tobyhanna

## WEST

- Colorado Springs (**4 Times**)
- Lewis (**3 Times**)
- Nellis
- San Joaquin

## MID AMERICA

- Columbus
- Ellsworth (**Twice**)
- Scott
- Warner Robins (**4 Times**)
- Wright Patterson

## EUROPE/AFRICA

- Molesworth
- Schweinfurt
- Rota

## PACIFIC

- Okinawa



# Sample Site Comments

*Locations complimented by name in survey comments:*

★  
Tobyhanna personnel have always been helpful and courteous.

★  
The staff at the Lejeune location make every effort to make their customer as happy as possible.

★  
Staff at Okinawa are very knowledgeable and will do anything to help customers

★  
We have never a problem turning in to the Col. Springs facility.

★  
Molesworth crew came through and went above and beyond expectations for us during three appointments last week.

★  
Ellsworth staff are great to work with.

★  
The guys at Wright P are awesome!

★  
Ft Jackson staff are most excellent. Always willing to advise and assist.

★  
Most of the employees at Meade are very friendly and helpful. The new system is very hard to use.

★  
Battle Creek personnel have been extremely helpful in assisting with questions.

★  
Staff at Ft Lewis was and is still very good.



# Other Comments ...

NEG

The new computer system is impossible. The old computer system was easy to access.

NEU

I still have to use the on-line service for turn-in and the time from requesting the turn-in to actual turn-in is about 30 days. I want to be able to call in and make that appointment within a week.

POS

Ever since the NEW SYSTEM has been implemented I find the OVERALL experience MUCH BETTER.

POS

Really appreciate all the help using the system. More photos and better descriptions of it would be

NEU

"...each time I have (turned in), there is an entirely new procedure to learn or approval process. How much tinkering does a turn-in process require? Although I wouldn't do it, this makes the trash can look ever so attractive!"

NEG

"...Have yet to be able to get the RTD or ETID applications to work properly. Spinning my wheels and so frustrated!!"



# RBI REVIEW

- Comparing 1<sup>st</sup> and 3<sup>rd</sup> Cycle
- 35 possible responses to RBI questions
  - 26 of the answers improved (74%)
    - Out of these 26, 15 improved enough to go up a color (R → Y, Y → G)
  - 1 stayed same
  - ***VERY ENCOURAGING RESULTS FOR RBI QUESTIONS!***



# COMMON THEMES

- Comments so similar to each other ... giving actual examples this time:
  - “There needs to be a mechanism for users to determine if requisitions have been approved or denied. Also, there needs to be a historical listing of all actions available to users.” (RTD)
  - “It is hard to find what you are looking for without a picture. When I type in an item such as truck. It could list a semi truck or a two wheel drive truck. Without a picture it is hard to know if it would be something I am looking for.” (RTD)
  - “The length of time between requesting an appointment date and the first available appointment date is entirely too long. It takes the unit anywhere from 1 to 2 months from when we schedule an appointment to the actual appointment date. There needs to be less wait time for our appointment dates.” (TRANS/TURN-IN)
  - “Since the migration to the new system last year, I no longer use the 1033 (LESO) program. The system is fraught with inadequacy rendering it unusable. I was able to procure a couple items, but the headaches far outweigh the benefits.” (LESO)
  - “This DLA Fort Meade needs people. I have seen this org go from having 8 plus people down to 4. They NFFD HELL P. When you work people this hard



# CRM RESPONSES

OFFICE/REGION RESPONSIBLE	NUMBER OF TICKETS Required	NUMBER OF TICKETS Created
Mid-America	2	1
West	2	1
East	4	1
LESO	10	10
Turn-in	3	1
Reut	3	2
Trans	1	0
Environmental	3	1
TOTAL TICKETS REQUIRED	28	17
Tickets still to be created	11	

62 Compliments forwarded

38 Complaints forwarded

WAYS



# FINAL THOUGHTS

- Overall satisfaction remains **GREEN** and above goal.
  - Up 2% for this audience (1<sup>st</sup> Qtr.)
- RBI responses much improved!
- Themes are very consistent every time

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- Response rate continues to be a problem
  - Planning new survey methodology next year

